MALONE UNIVERSITY
CHRIST'S KINGDOM FIRST

<u>**Office of the Registrar**</u>

<u>**Patti Elkins**</u>

<u>**FY16 – FY17**</u>

Mission Statement:
The Academic Support Offices are committed to enhancing and supporting the mission of Malone University through coordinated programs that enable students, faculty and administration to receive access to educational services. These offices accomplish this by providing equal access to all students, effective communication with students, faculty, administration and alumni and academic support services and advisement.

Unit Goals:
Registrar's Office

1. **To provide information for staff, faculty and administration as needed for each to accomplish tasks vital to the mission of Malone and its educational goals.**

2. **To provide students access to their academic information and university academic policies and to report information to external agencies.**

3. **To provide alumni with access to their prior academic information as they pursue new educational goals or employment opportunities.**

4. **To provide professional development opportunities to assist employees in achieving their professional goals.**

Expected Performance Outcomes	Means of Assessment & Criteria for Success	Summary of Data Collected	Use of Results
The Registrar's Office will provide a web-based registration system, course schedules, class schedules, grade reports, course history, academic catalog and degree audit.	Students will be satisfied with the help they receive during the registration process as indicated by the Registration Survey for Enrolled Students. To measure this criterion, the goal will be to have 85% of the respondents agree/strongly agree that they are satisfied with 3 key registration features. • Web registration is easy to use • Registration Staff is helpful • Registration Processes & Procedures are well publicized	87% of the respondents agree that the web registration is easy to use 87% of the respondents agree that the Registration Staff are helpful 77% of the respondents agree that the registration processes & procedures are well publicized	The data supports using web registration. It is providing a vibrant means to aligning resources with priorities, one being our goal at Malone to transform our students in their classes. Web registration is both easy and preferred as the primary process used by students. Times were adjusted to fewer days because of its successfulness. Data shows that we still need to strive for continual improvement of communication. Office will discuss new ways to communicate to students. Increased notification and signage to students and advisers will continue to be used increasing awareness and visibility to students and advisers.
The Registrar's Office will provide information and develop policy to maintain compliance with external	Survey the departmental contacts, athletic department, counseling office and school of education to determine if they are receiving the data needed to	36 respondents from the surveyed areas indicated that they had requested reports or data from the Registrar's Office.	The data being provided to other offices is well received as accurate information. Registrar

organizations and affiliates with accrediting bodies and athletic associations.	keep their accreditation and meet compliance standards. Needed data will be provided in a timely manner.	96% of respondents indicated that they received the requested information within the timeframe requested. 93% of respondents indicated the information received was accurate and reflected the needed information as per their initial request.	will strive to continue to improve communication and timeliness regarding data requests to better clarify anticipated timeframes and to strengthen infrastructure.
The Registrar's Office will meet specific requests by students/alumni to submit transcripts, certifications, and other correspondence to third parties to meet the individual needs in a reasonable time. FERPA compliancy will be adhered.	To maintain error free transcripts and process them in the time frame requested by students. Use of electronic transcript services for continual transcript processing efficiency. Third party correspondence, on behalf of students, will be done within 2-3 business days. Use of the National Student Clearinghouse to process degree verifications.	Transcript request processing continues as a daily service. Also, on-the-spot transcript processing continues to be offered when requested. Electronic transcript services were offered. During the 2016-2017 academic year, transcript processing and third party verifications were achieved on schedule, without delay or down times due to weather, illness or during times of staff transition. DegreeVerify through the National Student Clearinghouse continues as a successful verification procedure.	The Office of the Registrar will continue to offer daily transcript services and electronic transcript services through Parchment. Electronic services provides a needed means for students and alumni to attach academic records to electronically submitted documents. While this provides an efficient and updated means of transcript submission, it also provides a means to advance learning outcomes in the transforming of our students. The electronic process has proven to be a viable means to deliver better services.

			National Student Clearinghouse DegreeVerify continues to provide a high standard of meeting student's and third party requests.
The Registrar's Office will provide course schedule templates, course enrollment history and other web-based catalog access, web-based access to documents for both faculty and students to ensure effective advising and clearance of students for course registration.	85-90% of eligible students will be cleared for registration. Less than 12% of students will not receive clearance for registration.	Spring 2016 to Fall 2016 clearance indicated that 698 students were cleared during the advising week out of 758 eligible. This represents a 92.0% clearance rate. Fall 2016 to Spring 2017 clearance indicated that 933 students were cleared during the advising week out of 1056 eligible. This represents a 88.3% clearance rate.	Continue to maintain data of students cleared for registration for current fiscal year. Assist faculty with clearance procedures. Keep web-based documents current.
The Registrar's Office will keep proper web-based and office-based academic resources in order to serve our faculty and students.	Faculty will be satisfied with the student registration process and their access to and understanding of the training guides and the degree audit/advising worksheet.	83% of faculty agree or strongly agree that the degree audits/advising worksheets are useful during the advising process. While 87% of the faculty agree that they use the system during student advising. While only 38% of the faculty agree that they have used the training guides provided by the Registrar's Office for advising, 83% agreed that they have a good understanding of	All faculty are using the advising information through the web. Training Guides are periodically updated and posted. Continue communication with faculty along with periodic training sessions to improve the understanding and competence of faculty in using these electronic services. New faculty

		the information presented for registration.	receive training from faculty mentors during their initial year of instruction at university.
The Registrar's Office will provide opportunities to develop staff members' knowledge, experience and skills.	All staff will annually attend a professional development training session held internally or externally. Recommended attendance at one of the following or other available training: JAM (Jenzabar Annual Meeting), Jenzabar Learning & Development Training sessions, VA Training, Parchment Electronic Transcript Services Training, AdAstra Training, NSC (National Student Clearinghouse) Training, NCAA Regional Rules Seminars, Center for Student Success Registration Workshops for Program Updates, Graduate Program Update Sessions, IT Training Workshops and internal Registrar Training Sessions.	100% of Registrar's Office staff received professional development training. Staff attended the following: • Center for Student Success Registration Workshops • Product Updates and Training • Program Update Sessions • Lynda.com Online Training Library • VA Training • NSC Training • Internal Registrar Training Sessions	Communication and implementation of new ideas continue to strengthen the office infrastructure. Attendance in training sessions was good and knowledge gained was helpful. Office plans to continue to attend training sessions in order to develop better skills. Improvement in communication and discussion of new ideas and continual cross-training of staff has helped to improve functionality of office.